



Tourism
VALEMOUNT
visitvalemount.ca

Part-Time Visitor Information Counsellor

Tourism Valemount Society

Do you love sharing local knowledge and meeting people from around the world? Tourism Valemount is seeking **one enthusiastic and community-minded individual** to join our team as a **Part-Time Visitor Information Counsellor**.

Position Summary

Tourism Valemount is seeking one Part-Time Visitor Information Counsellor to join our team. This is an ongoing part-time position for a friendly, reliable individual who enjoys helping people and sharing what makes Valemount a great place to visit. The successful candidate will welcome visitors, provide travel information, promote local businesses and attractions, process retail sales, and help create a positive visitor experience. The position offers flexible scheduling, a supportive team environment, and opportunities to develop valuable customer service and tourism industry skills.

Position: Part-Time Visitor Information Counsellor

Location: Valemount Visitor Information Centre

Wage: Starting at \$20.00 per hour, plus commission opportunities

Application Deadline: August 28, 2026

Start Date: September 5, 2026

Position Overview

Reporting to the **VIC Manager**, the Part-Time Visitor Information Counsellor plays a key role in enhancing the visitor experience by providing exceptional customer service and accurate travel information while promoting everything Valemount has to offer.

Key Responsibilities

- Welcome visitors and provide accurate information on local attractions, activities, accommodations, dining options, and events.
- Respond to visitor inquiries by phone, email, and in person.
- Accurately record visitor statistics and related information for reporting purposes.

- Promote local tourism products, services, and events to encourage longer visitor stays.
- Maintain and update reference materials, files, and visitor information resources.
- Post current tourism alerts, road conditions, weather updates, and other information of interest to visitors.
- Process retail merchandise sales and complete daily cash balancing procedures.
- Restock retail merchandise and assist with inventory management.
- Maintain a clean, organised, and welcoming Visitor Centre environment.
- Perform other duties as assigned.

Qualifications

- Previous customer service experience preferred.
- Strong communication and interpersonal skills.
- Ability to work independently and collaboratively in a fast-paced environment.
- Demonstrated initiative and strong problem-solving abilities.
- Comfortable using computers, point-of-sale systems, and other technology (training provided).
- Knowledge of Valemount and surrounding attractions is considered an asset.
- Passion for providing exceptional visitor experiences.

Working Conditions

- Flexible schedule including evenings, weekends, and statutory holidays.
- Combination of teamwork and independent work.
- Standing for extended periods, bending, and occasional lifting.
- Comfortable working independently during evening and weekend shifts.

Why Work With Us?

- Join a passionate team dedicated to promoting Valemount.
- Receive free access to certified training opportunities.
- Gain valuable experience in tourism, hospitality, and customer service.
- Develop strong communication, sales, and destination marketing skills.
- Receive a 25% discount on Visitor Centre retail merchandise.
- Enjoy a flexible part-time position in a welcoming and supportive work environment.

Wage

Starting wage: \$20.00 per hour, plus commission opportunities.

How to Apply

This position is ideal for individuals seeking long-term, part-time employment with flexible scheduling. Applicants must be available to work a variety of shifts, including evenings, weekends, and holidays as required.

Ready to Join Our Team?

If you are passionate about Valemount, enjoy helping people, and are looking for a flexible part-time opportunity, we would love to hear from you!

To apply, please send your cover letter and resume to the Valemount Visitor Centre Manager at tourismvalemount@gmail.com. Please include "Visitor Information Counsellor Position" in the subject line of your email.

Applications will be accepted until August 28, 2026.

Start Date: September 5, 2026.

We encourage interested applicants to apply early, as interviews may be conducted and the position filled before the application deadline. We look forward to hearing from individuals who are passionate about providing exceptional visitor experiences and showcasing the best of Valemount.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

Tourism Valemount is an equal opportunity employer. We welcome applicants from all backgrounds and believe that diversity strengthens our team and enhances the visitor experience we provide.